



MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

2013 Annual Report

The Municipal Civil Service Commission of Columbus, Ohio

77 North Front Street, 3rd Floor, Columbus, Ohio 43215
www.csc.columbus.gov

Columbus Civil Service Commission

2013 Annual Report

MISSION

The Civil Service Commission is committed to providing a quality work force for the City of Columbus based upon merit system principles. Through our collective knowledge and experience, we strive for efficiency and consistency in the application of the Commission's Rules and Policies. We are dedicated to improving the services we provide by anticipating employment trends, by listening to the needs of the operating agencies, and by responding accordingly.

INTRODUCTION

The Columbus Covenant identifies peak performance as one of its seven goals. "Peak Performance" is defined as investing in all City employees and developing systems that support a high-performing city government. The Civil Service Commission is on the front line, playing an integral role in achieving this goal.

The Civil Service Commission is the primary contact point for candidates seeking employment with the City of Columbus. The Commission acts as the gateway, assessing applicant qualifications for 89 percent of all City jobs. Through the online Employment Center and applicant testing, the Commission ensures the individuals who ultimately comprise the City's workforce of approximately 7,600 full-time employees, are of the highest caliber-capable of providing exceptional service to the citizens of Columbus.

Together with its Civil Service Commissioners, the Civil Service Commission is responsible for upholding and administering all mandated provisions of the Columbus City Charter, including, but not limited to, the administration of the City's class plan, verifying personnel actions and certifying City payroll, and serving as a neutral hearing body for employee appeals regarding suspension or discharge actions by an appointing authority. As required by the Ohio Revised Code, the Commission also provides class plan maintenance, personnel actions oversight, and appeals hearing services for all classified employees of the Columbus City Schools.

CLASS PLAN MAINTENANCE

The Civil Service Commission is responsible for maintaining the City's class plan, which provides a structural framework for all personnel actions and provides the basis for an equitable compensation plan. Regular class plan reviews and revisions are necessary to ensure each class specification continues to meet the ever-changing needs of each department. For this reason, an important Commission objective is to review every classification at least once every five years. At the close of 2013, 100 percent of the City's class plan was up-to-date. As part of this objective, staff completed a total of 154 class reviews with recommendations approved by the Commission in 2013.

The 154 reviews resulted in:

- 4 actions to create new classification specifications
- 2 actions to abolish classifications
- 56 actions to review without change
- 91 actions to revise and/or retitle
- 1 action to impose a moratorium

The Commission also conducts job audits upon request by an individual, a department, or a union. The purpose of these audits is to ensure that City employees are performing the duties for which they were hired, qualified and being properly compensated. During 2013, Commission staff completed a total of nine position audits; six of those positions were identified as misclassified. Misclassifications are typically resolved through reassignment of duties to the position which are appropriate for the current class, or reallocation of the position to a different class for which the current duties best fit. Additionally, one sworn position was reviewed for possible civilianization consideration and deemed appropriate. If this is the direction chosen for this position, a new classification will need to be created.

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APPLICANT AND EMPLOYEE SERVICES

In order to ensure that specific positions under each of the job classes in the class plan can be filled in a timely fashion with qualified employees, the City's Charter has designated primarily two classification types: competitive and noncompetitive. Competitive classes are those which require a broader set of minimum qualifications and a variety of job-specific knowledge, skills, and abilities for which competitive testing is appropriate, such as an Office Assistant. Noncompetitive classes are either non-skilled positions or those with qualifications that have a license or other condition that must be met by an external source, such as a Registered Nurse, and for which competitive testing has been determined to be redundant or impractical.

To acquire an initial pool of candidates, the City's primary recruitment tool is its online Employment Center. The Center includes a wealth of information about jobs with the City, including: current vacancies, exam opportunities, job descriptions, qualification requirements, and salary information. Additionally, the Center houses an automated job interest database and the convenience of submitting applications on-line. This service can be utilized via the Commission's website from any computer with web access or at kiosks located at the Commission offices. A potential applicant can indicate interest in multiple jobs and will automatically receive a letter or email notice to apply when the City is taking applications for a given job.

The Applicant and Employee Services Unit is responsible for the recruitment and application process for the City's noncompetitive, provisional, and unclassified job classes.

In 2013, the Applicant and Employee Services Unit:

- collected 5,422 on-line job interest forms for noncompetitive/provisional/unclassified jobs
- sent 12,059 job interest notices for noncompetitive/provisional/unclassified vacancy postings
- posted 256 noncompetitive/provisional/unclassified job vacancy announcements
- received 24,524 applications for noncompetitive/provisional/unclassified job postings

NON-UNIFORMED TESTING

The Commission's Non-Uniformed Testing Unit administers exams to further determine candidates' suitability for the work which will be performed in all tested (competitive and qualifying noncompetitive) job classes, other than the Police and Fire sworn jobs.

In 2013, the Non-Uniformed Testing Unit:

- collected 14,664 on-line job interest forms for competitive and qualifying noncompetitive jobs
- sent 7,914 job interest notices for competitive exams
- conducted 92 exam recruitments (61 regular recruitments and 31 Rule VI)
- received 10,299 exam applications (10,210 online; 89 paper)
- tested 4,113 candidates (4,029 regular and 84 Rule VI)

The Commission is committed to having a current exam in place and ready to be administered for each of the 256 non-uniformed competitive and qualifying noncompetitive classifications in the City and to establishing an eligible list within 60 days from the date a test is requested by a department. The exams are directly based on the work performed by current employees in the job class and are comprised of varying combinations of components, called subtests. The most common subtests include: computer skills, information ordering, logic and reasoning, mathematics, memorization, name/number comparison, oral communication, oral comprehension, problem sensitivity, reading maps/plans, written communication, reading comprehension, and written expression.

To keep the tests current, our goal is to complete a full job analysis and to review, revise, and/or develop the exam for 51 non-uniformed competitive and qualifying noncompetitive classifications each year. In 2013, we completed 44 job analysis projects, 44 test development projects, and averaged 57 days to create eligible lists. The reduced number of projects completed in 2013 was due primarily to the move to the new 77 North Front Street location, getting the new Test Center up to speed, and the implementation of the new applicant management software.

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program. The seven projects not completed were actually due for completion in 2014, so we are still on target for our five-year completion rate.

Commission Rules also allow latitude for City Departments to hire personnel provisionally when there is a critical need to immediately fill a position but there is no eligible list in place. In order to ensure fair access to City jobs, the Commission is committed to maintaining a provisional employee count below 2 percent. The City began 2013 with one provisional employee and ended the year with one, resulting in a provisional appointment rate of less than one percent.

The one provisional in place at the beginning of 2013 was in the new Cultural Arts and Events Specialist classification created for the Recreation and Parks Department. The provisional hire was approved to meet a critical need within the department, with plans in place to create and administer the test in early 2013. However, before the job analysis and test development process was begun, that individual left, and was not replaced until August. In an effort to allow the new provisional employee time in the job, it was again decided to delay the start of the job analysis until early 2014.

UNIFORMED TESTING

The Commission's Uniformed Testing Unit administers exams for 10 job classes that make up the Public Safety services of the City of Columbus. The majority of the examinations are comprised of at least three components, including a paper test, an oral response, and a physical assessment or tactical exercise. The Uniformed Testing Unit works closely with the IAFF and the FOP to ensure fairness and consistency in the testing processes of promotional exams. The following exams were administered in 2013: Entry-level Police Officer, Police Sergeant, Fire Lieutenant, Fire Captain, Fire Battalion Chief, and Fire Deputy Chief. Each of these exams were developed, administered, and validated by Civil Service Commission staff, and their eligible lists established in 2013.

Entry-Level Testing

The Entry-level Police Officer exam consists of four phases. The Uniformed Testing Unit completed the fourth phase of the 2012 examination and established an eligible list in January 2013. They also conducted two physical test administrations and added names to the existing eligible list. In all, 1,198 candidates were added to the Police Officer eligible list in 2013.

Promotional Testing

	Number of Exam Phases	Number of Candidates Tested	Number of Candidates Added to Eligible List
Police Sergeant	4	86	66
Fire Lieutenant	3	189	86
Fire Captain	3	57	32
Fire Battalion Chief	3	5	4
Fire Deputy Chief	3	5	5

PAYROLL AND PERSONNEL ACTIONS

Another City Charter responsibility conferred upon the Commission is the monitoring and certification of the entire bi-weekly City payroll. This means that no City employee can be paid until the Commission certifies that the individual was hired and continues to be employed in accordance with the City Charter and Civil Service Commission Rules. The monitoring process includes verifying personnel transactions such as appointments, changes in pay, leaves of absences, and political activity. During 2013, the Commission processed an average of 559 transactions per pay period before the payroll was certified correct to the City Auditor and paychecks issued.

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COLUMBUS CITY SCHOOLS

The Ohio Revised Code provides that the Commission also oversee approximately 2,548 employees in the classified service of the Columbus Board of Education. In 2013, there were 188 classification specifications in the Columbus City Schools' class plan. During the course of the year, the Commission approved recommendations for revisions to 19 classification specifications and approved the creation of four job classes.

In addition, we provided Columbus City Schools with use of the Downtown Test Center for 10 days in 2013 for test administrations and held 11 trial board hearings.

CIVIL SERVICE COMMISSIONERS

The City Charter provides that the Mayor, with the approval of City Council, appoint the three Civil Service Commissioners:

Grady L Pettigrew, Jr., President	Term expires January 31, 2018
Jeffrey D. Porter, Member	Term expires January 31, 2016
Delena Edwards, Member	Term expires January 31, 2014

The Commissioners have the responsibility to establish the Rules that govern the selection, classification, promotion, and termination of the classified employees of the City of Columbus and the Columbus City Schools. During 2013, the Commissioners ruled on applicant appeals, heard employee disciplinary appeals, amended Commission Rules and Regulations, and responded to personnel requests from department directors, elected City officials, and the school board.

Throughout 2013, the Commission:

- held 12 regular meetings
- conducted no full Commission hearings
- held 11 trial board disciplinary appeal hearings
- conducted no residency investigations

The Commission's 2013 docket included:

- 20 disciplinary appeals filed by employees/unions
- 19 nondisciplinary appeals filed by employees/unions
- 1 appeals withdrawn
- 24 disciplinary appeal rulings
- 19 non-disciplinary appeal rulings
- 76 requests for background administrative reviews by applicants
- 79 background administrative review rulings

EXPENDITURES

Summary - Expenditures by Unit	2012	2013
Administration	\$1,682,417	\$1,981,027
Classification & Testing-Sworn Employees	1,088,490	1,068,958
Classification & Testing-Civilian Employees	525,070	526,815
Total Expenditures	\$3,295,977	\$3,576,800

EXAMINATION TITLE	TYPE	EXAM DATE		APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED
						B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
311 Service Representative I	OC	12/6/2013	ocn	845	M	106	130	29	42	56	10	28	43	8	20	28	8	16	3	3	1	316
311 Service Representative II	OC	2/27/2013	ocn	590	F	303	223	54	62	46	11	104	94	25	97	73	15	40	10	3		
311 Service Supervisor	OC	4/17/2013	ocn	224	M	196	159	44	69	47	14	66	54	11	44	45	17	17	13	2		196
Automotive Mechanic (Heavy)	OC	10/26/2013	ocn	56	F	9	43	4	3	9	0	3	19	1	2	15	2	1	0	1	3	21
Automotive Mechanic Helper	OC	8/7/2013	ocn	100	M	19	68	11	10	22	5	3	16	1	3	27	5	3	3	0	1	41
Automotive Mechanic Supervisor I	OC	5/30/2013	ocn	54	M	3	51	0	0	5	0	1	20	0	1	20	0	1	6	0	2	28
Building Maintenance Electrician	OC	7/22/2013	ocn	49	M	8	39	0	8	6	0	0	19	0	0	11	0	0	1	0	2	15

EXAMINATION TITLE	TYPE	EXAM DATE	APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED
					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
Building Maintenance Supervisor I	OC	4/25/2013	116	M	21	83	9	9	25	2	5	30	1	1	24	4	6	4	2	2	43
				F	1	2	0	0	0	0	1	0	0	0	2	0	0	0	0		
Building Maintenance Worker	OC	8/7/2013	239	M	59	156	19	33	49	9	16	52	3	3	49	4	7	6	3	1	75
				F	2	3	0	1	0	0	0	1	0	0	2	0	1	0	0		
Cable Broadcast Production Technician	OC	3/27/2013	71	M	10	39	6	9	14	2	0	11	2	1	12	2	0	2	0	1	22
				F	6	8	2	4	1	1	1	4	0	0	2	1	1	1	0		
Cashier I	OC	7/17/2013	756	M	85	104	41	20	20	7	31	47	20	24	31	10	10	6	4	1	306
				F	232	247	47	30	16	9	106	129	15	68	84	15	28	18	8		
Community Relations Representative	OC	3/21/2013	209	M	16	51	8	4	8	0	6	23	5	1	13	2	5	7	1	3	96
				F	63	63	8	6	7	0	24	26	4	24	26	2	9	4	2		
Construction Inspector I (Civil)	OC	2/21/2013	162	M	20	114	22	10	53	10	6	29	1	4	25	10	0	7	1	1	47
				F	1	4	1	0	3	1	1	1	0	0	0	0	0	0	0		
Customer Service Representative I	OC	6/20/2013	703	M	79	107	19	16	13	3	29	52	11	24	37	6	10	5	2	1	342
				F	262	185	51	24	19	1	103	71	19	97	71	22	38	24	6		

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						B	W	O	B	W	O	B	W	O	B	W	O	B	W	O			
Development Rehabilitation Technician	OC	10/9/2013		30	M	4	19	3	2	4	1	0	5	0	2	8	2	0	2	0	0	2	14
						0	3	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	
Electrical Engineering Associate II	OC	11/12/2013		37	M	7	23	6	5	18	1	0	1	3	2	3	2	0	1	0	3	8	
Electricity Load Dispatcher	OC	11/5/2013		22	M	5	11	0	4	4	0	1	3	0	0	4	0	0	0	0	1	4	
Electronic System Technician	OC	11/5/2013		62	M	14	35	11	3	2	1	2	7	4	2	23	4	7	3	2	1	42	
Equipment Operator II	QNC	5/1/2013		126	M	36	77	8	17	27	2	5	15	4	3	18	0	11	17	2	1	52	
Equipment Operator II	QNC	10/22/2013		73	M	23	42	5	11	23	0	3	6	2	1	4	1	8	9	2	1	25	
Fingerprint Technician	OC	6/24/2013		34	M	8	4	2	8	3	2	0	0	0	0	1	0	0	0	0	2	2	

EXAMINATION TITLE	TYPE	EXAM DATE		APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED
						B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
Fire Battalion Chief	PRO	12/7/2012	prou	7	M	0	6	0	0	1	0	0	1	0	0	3	0	0	1	0	3	5
			prou		F	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0		
Fire Captain	PRO	4/12/2013	prou	91	M	3	86	0	0	1	0	1	31	0	2	29	0	0	25	0	3	57
			prou		F	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0		
Fire Deputy Chief	PRO	12/7/2012	prou	7	M	0	7	0	0	1	0	0	1	0	0	5	0	0	0	0	3	5
			prou		F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Fire Lieutenant	PRO	4/12/2013	prou	290	M	21	260	4	0	1	0	6	91	1	3	80	1	12	88	2	3	189
			prou		F	0	5	0	0	0	0	0	2	0	0	2	0	0	1	0		
Gardener Supervisor	OC	2/12/2013	ocn	39	M	0	26	1	0	19	1	0	2	0	0	4	0	0	1	0	1	10
			ocn		F	1	10	1	1	5	0	0	1	0	0	4	1	0	0	0		
GIS Technician	OC	5/29/2013	ocn	81	M	8	41	12	2	2	2	2	17	8	1	16	2	3	6	0	1	40
			ocn		F	2	14	4	1	1	1	0	4	1	1	8	2	0	1	0		
HVAC Technician	OC	2/12/2013	ocn	35	M	13	19	2	6	5	1	1	7	1	5	7	0	1	0	0	2	13
			ocn		F	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0		
EXAMINATION	TYPE				SEX				REJECTED			FAILED TO			PASSED			FAILED				

TITLE		EXAM DATE		APPLS TOTAL	APPLICATIONS FILED			BEFORE EXAM			APPEAR FOR EXAM						TOTAL PHASES			NUMBER OF APPLICANTS TESTED		
					B	W	O	B	W	O	B	W	O	B	W	O						
Income Tax Auditor	OC	11/21/2013	ocn	115	M	19	27	5	6	6	0	8	8	4	4	11	1	1	2	0	4	35
			ocn		F	26	30	8	8	9	1	12	14	4	1	7	1	5	0	2		
Laboratory Assistant	OC	7/31/2013	ocn	229	M	25	58	17	6	7	2	14	22	8	2	23	5	3	6	2	2	102
			ocn		F	38	63	28	4	8	3	15	28	10	10	22	11	9	5	4		
Lamp Servicer	OC	2/20/2013	ocn	76	M	14	57	4	8	34	3	3	10	0	2	10	1	1	3	0	1	17
			ocn		F	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0		
License Officer	OC	6/6/2013	ocn	558	M	79	178	46	5	10	3	32	90	20	30	71	21	12	7	2	1	278
			ocn		F	112	114	29	3	0	0	47	56	14	45	41	10	17	17	5		
Mail Clerk	OC	1/19/2013	ocn	786	M	173	219	58	10	3	1	73	99	26	42	93	19	48	24	12	4	417
			ocn		F	156	143	37	10	0	0	65	62	20	60	73	14	21	8	3		
Maintenance Carpenter	SR	9/17/2013	ocn	58	M	7	49	2	5	19	2	2	9	0	0	15	0	0	6	0	2	21
			ocn		F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Maintenance Plumber	OC	3/7/2013	ocn	56	M	10	43	3	7	17	1	1	11	0	1	11	0	1	4	2	1	19
			ocn		F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

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					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
Operator-in- Training	OC	10/30/2013	598	M	136	288	52	1	1	1	67	134	29	34	133	17	34	20	5	1	305
				F	55	53	14	0	0	0	31	24	5	11	23	7	13	6	2		
Planner I	OC	5/16/2013	179	M	19	80	19	2	2	2	7	36	9	3	34	5	7	8	3	2	89
				F	20	32	9	1	3	0	10	14	4	4	14	2	5	1	3		
Plant Maintenance Electrician I	OC	4/24/2013	65	M	8	51	3	5	24	2	2	8	1	0	15	0	1	4	0	1	20
				F	1	2	0	1	1	0	0	1	0	0	0	0	0	0	0		
Plant Maintenance Mechanic	OC	3/28/2013	151	M	16	121	13	10	68	6	1	21	3	2	25	4	3	7	0	2	41
				F	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0		
Plant Maintenance Supervisor II	OC	8/1/2013	56	M	5	48	2	5	32	2	0	3	0	0	10	0	0	3	0	2	13
				F	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0		
Police Communications Technician Supervisor	OC	9/23/2013	36	M	4	6	1	3	1	0	0	4	0	1	0	1	0	1	0	3	10
				F	12	13	0	9	2	0	2	5	0	1	6	0	0	0	0		
Police Officer	OC	4/20/2013	2330	M	348	1380	192	42	98	23	179	722	90	40	261	34	87	296	48	4	914
				F	154	219	37	30	20	5	76	109	22	21	48	4	27	42	6		

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					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O			
Police Records Technician Supervisor	OC	9/12/2013	58	M	11	12	1	11	9	1	0	2	0	0	1	0	0	0	0	0	3	5
				F	13	16	5	10	9	4	1	5	1	1	2	0	1	0	0			
Police Sergeant	PRO	11/1/2013	134	M	13	102	8	0	0	0	2	36	6	6	56	1	5	10	1	4		86
				F	2	6	3	0	0	0	1	2	1	0	1	2	1	3	0			
Power Line/Cable Worker Trainee	OC	9/24/2013	147	M	46	87	9	32	43	6	8	20	1	2	18	2	4	6	0	2		32
				F	2	3	0	2	3	0	0	0	0	0	0	0	0	0	0			
Procurement Specialist	OC	7/23/2013	130	M	16	41	7	9	11	2	4	15	3	1	15	1	2	0	1	2		47
				F	32	29	5	12	4	2	6	12	3	11	8	0	3	5	0			
Public Health Quality Assurance Coordinator	OC	7/1/2013	59	M	6	11	2	5	11	2	1	0	0	0	0	0	0	0	0	2		6
				F	16	18	6	16	11	4	0	2	1	0	5	1	0	0	0			
Public Relations Specialist I	OC	9/20/2013	328	M	26	76	20	7	3	1	8	43	11	11	30	8	0	0	0	1		133
				F	57	121	28	4	7	2	29	69	11	24	45	15	0	0	0			
RCVO (A)	OC	5/23/2013	260	M	109	109	10	22	20	1	26	34	4	52	54	4	9	1	1	3		135
				F	22	9	1	7	2	0	6	3	0	5	3	1	4	1	0			

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					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
Water Protection Specialist I	OC	7/11/2013	134	M	17	85	6	12	18	1	3	34	3	0	27	0	2	6	2	2	49
Water Service Technician II	OC	12/9/2013	55	M	6	39	6	6	21	4	0	4	0	0	6	1	0	5	0		
Water Service Technician II	PRO	5/30/2013	28	M	9	14	3	7	10	2	0	0	0	1	3	1	1	0	0	1	8
				F	2	0	0	1	0	0	0	0	0	1	0	0	1	0	0		
Total by EEO Category			Total			4169	7784	1343	1161	1651	292	1423	2959	505	967	2346	3699	1606	824	163	5305
O/C = Open Competitive Tests						13296											Phase 1			25	
PRO = Promotional Tests			57														Phase 2			24	
QNC = Qualifying Noncompetitive Tests			6														Phase 3			12	
			2														Phase 4			5	
Total Tests			65														Total Tests by Phase			66	
Open Competitive - Nonuniformed Tests			56			10176			2743								3063		899		
Open Competitive - Uniformed Tests			1			2330			218								408		506		
Promotional - Nonuniformed Tests			2			62			52								8		2		
Promotional - Uniformed Tests			5			529			4								193		149		
Qualifying Noncompetitive Tests			2			199			87								27		50		

Total Regular Recruitment Tests	66	13296	3104	4887	3699	1606
1st Quarter Special Recruitment Tests	13	16	1	1	12	1
2nd Quarter Special Recruitment Tests	9	11	0	0	8	3
3rd Quarter Special Recruitment Tests	27	49	4	4	31	10
4th Quarter Special Recruitment Tests	10	10	0	0	9	1
Total Special Recruitment Tests	59	86	5	5	60	15
Grand Total	125	13382	3109	4892	3759	1621